

Complaint Policy and Procedure

Policy

The choice of library materials by users is an individual matter. While a person may reject for himself for herself and for his or her children, he or she cannot exercise censorship to restrict access to the materials by others. The library respectfully considers complaints.

Procedure

Upon receiving a complaint by a patron, the library staff will offer the complainant a copy of the selection policy, the Library Bill of Rights, and the Freedom to Read/View statement.

If the patron still wishes to pursue the complaint, he or she must completely fill out and submit a "Complaint Form" to the library director. Complaint forms must be filled out by a Burlington resident or Burlington taxpayer.

Upon receiving the written complaint, the library Board will be notified, taking action where necessary.